

Telephone Service Center Telenews

Sixth edition

July 2004

Special Interest:

- **Infrastructure Upgrade**
- **E911**
- **Telephone Coordinator Training**
- **Renee Jewell New TSAC Chairperson**
- **Changes To the Cellular Validation Process**

Next Issue:

On-Site GSM Service

Help Emergency Responders Find You

To provide better emergency response, ITSD's Networking and Telecommunications Department (NTD), EH&S and Facilities are implementing an Enhanced 9-1-1 (E911) service. The E911 system identifies the caller's telephone extension, name, building and room number, allowing emergency responders to pinpoint the employee's exact location. When a call is placed to 7911 (from the main Lab site) or 9911 (from offsite facilities) from a Lab extension, the caller's E911 information will be automatically transmitted to the emergency service dispatcher.

For your safety and the safety of others, please remember **when** there is an addition or change to a building, room, or cubicle location, a work request must be submitted through the Facilities Work Request Center at ext. 6274.

For more information on E911, visit http://tscweb.lbl.gov/projects_pilots/e911.html.



UC Will Discontinue Printed Phone Books

The University of California Office of the President has announced that it will no longer publish a hard-copy version of its system-wide telephone directory. Employees are encouraged to use the UC System-wide web site at <http://www.ucop.edu/services/direct.html> to obtain directory and organizational information. The change was made due to budgetary constraints.

LBNL Communication Infrastructure Upgrade Project

As a reminder, the Laboratory is undergoing an upgrade of all in-building voice and network wiring. This upgrade allows for future Laboratory network and telecommunications growth and the ability to keep pace with technology changes. The wiring upgrade includes changes to: wiring, voice and network receptacles (jacks), telephone closets, frames and wiring conduit.

Signs will be posted on building entrances while re-wiring is in progress. Building occupants will also be notified by email two days prior to the upgrade of their voice and network drop. Most of the re-wiring will be done after hours so minimal interruption of voice and network service is expected. If your group is running a time sensitive project, arrangements can be made to work with your schedule.

The sequence in which the buildings are to be upgraded is being driven by specific infrastructure needs. For a map of completed and pending buildings, please visit web site, <http://tscweb.lbl.gov/wiring/wiringupgrade.html>.

TSD Contacts:

- **General Questions- Telephone Service Center** -7997
- **Acct. No. Changes** - Terry Munoz -6434
- **Calling Cards-** Terry Munoz -6434
- **Cellular Service/Equipment-** Adams Lee -4966
- **Customer Billing-** Rachel Norton -5674
- **Repair-** Telephone Service Center -7997
- **Telenews Comments or Suggestions** Janice Smith -5778
- **Telephone Adds/Moves/Changes** Linda Tripp-Sopher -6442
- **Voice Mail-** Charlene Stovall -6170

Telephone Coordinator Training September 8th

Due to an unforeseeable set of circumstances, the June 9th training for Telephone Coordinators was canceled. The annual Telephone Coordinator training session has been rescheduled to Wednesday, September 8, 2004 at 10:00-12:00 in B-50 auditorium.

Is there a particular service/product/topic that you would like presented at the training session? You may either, email or call LaSaundra Shields x7051 or Janice Smith x5778.

Renee Jewell New TSAC Chairperson

Renee Jewell from the Business Services Division has replaced ALS's Jeremy Coyne as the Chairperson for the Telephone Services Advisory Committee. Telephone Services would like to thank Jeremy for his many contributions while serving as the TSAC chairperson. We wish him the best of luck in his new assignment.

Cathy Copper will be a new member to TSAC. She will be representing the ALS division.

If you would like a topic added to the TSAC quarterly agenda, please contact your division/ organization's representative, or the TSAC chairperson, Renee Jewell. For a list of TSAC members please visit <http://tscweb.lbl.gov/tsac/tsacmembers.html>.

Changes to the Cellular Validation Process

In prior validation quarters, users were given 45 days to validate and reimburse for personal calls. Starting with 3rd qtr. FY04 validation, the turn-around time has been reduced to 30 days. This change reduces the time between when the call was actually made versus the time the call is reviewed.

For the 3rd qtr. FY04 cellular validation, GSM users will continue to validate their cellular usage by reviewing a copy of their cellular invoices. Starting with the 4th qtr. FY04 validation period, GSM users will be able to validate their cellular usage online.



Questions of the Month

Q: My building's wiring upgrade is scheduled during a time sensitive project. Who do I call about rescheduling?

A: Ed Ritenour x 5754 or Steve Nobles x 5292.

Q: When I validate my cellular usage, some of the calls were actually made up to three months prior to me being able to validate the call. Why does it take so long to have the call detail available for validation?

A: A CD which contains call detail is provided to TSC by the cellular service provider on a monthly basis. The actual call dates are up to two month in arrears. For example, if you made a call in April, the CD with that call detail is not received by TSC until June. Cellular validation is on a quarterly basis, so that April call detail would not be available for review until the 3rd Qtr FY04 Cellular Validation (July 04). TSC is continuously working with cellular service providers and reviewing options to reduce this interval. One such way is by reducing the time for validation response from 45 days to 30 days.

Do You Know?

AT&T GSM Wireless users may have noticed, that on occasion, your cellular phone displays "Cingular". AT&T Wireless is now using Cingular's network to increase their coverage area. Please note that when "Cingular" is displayed they must dial 1 and the area code for all calls including those placed within the 510 area code. If they have any questions, please have them contact Adams Lee @ 4966.



For more information, Visit TSC's home page at <http://tscweb.lbl.gov/>